

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 000132
Grade 9**

PUBLIC SERVICES INTERN

DEFINITION OF CLASS:

This is office staff work at a beginning, sub-professional or technical level conducting research, analyzing information and preparing charts, graphs and reports in support of professional staff of the department/agency to which assigned. Contacts include County employees, representatives of other public and private agencies and the general public to collect and provide information. Assistance to the public is normally provided on a limited basis.

This is a developmental class intended to provide a temporary opportunity for an employee to gain work experience and training. Work is performed under immediate supervision in accordance with established guidelines and specific instructions, deviations from which must be authorized by the supervisor. Work is reviewed periodically and upon completion for accuracy and adequacy in adhering to instructions and established procedures. An employee in this class carries out steps required to complete assigned projects or processes by choosing a course of action from various discernible alternatives. The work involves the execution of specific procedures and typically comprises a complete segment of an assignment of broader scope. Work is primarily sedentary, presents no significant hazards, and is normally performed in an office environment.

EXAMPLES OF DUTIES: (Illustrative Only)

- Determines where to obtain and evaluates information, synthesizing data and/or performing mathematical computations, and organizing results into proper format.
- Prepares reports and supporting materials based on research and analysis.
- Uses office automation and computer equipment to enter, manipulate, and retrieve data.
- Responds to public inquiries and correspondence.
- Establishes and maintains files.
- Performs various office related tasks in support of departmental operations.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to organize work, analyze problems and carry out assignments to completion in accordance with established policies and procedures.
- Ability to learn and/or use computer applications (i.e., Word Perfect, Lotus) when required for job-related duties.
- Ability to communicate effectively in English both orally and in writing.
- Ability to deal tactfully and effectively with people.
- Ability to attend meetings or perform other assignments at locations outside the office.

MINIMUM QUALIFICATIONS:

Experience: None.

Education: Completion of two (2) years of college course work (60 credit hours or its academic equivalent) in an appropriate area of study.

Equivalency: An equivalent combination of education and experience may be substituted.

LICENSE: None.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) months and, if promoted to a position in this class, will be required to serve a probationary period of six (6) months. Performance will be carefully evaluated during the probationary period.

Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Medical History Review.

Class Established: June 1968

Revised: March 1978

April 1986

Classification Study: October 1994 (M)

August 2013

September 2014